

Amendments to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

1. (Currently Amended) A method of managing service requests in a communications network, the method comprising:

receiving a service request from a communications ~~terminal~~terminal;

receiving respective status information from each of a plurality of service providers adapted to respond to the service request, wherein the respective status information comprises queue information of one of the plurality of service providers;

responsive to receiving the status information, calculating a respective queue result of the service request for each of the plurality of available service ~~provider~~providers; and

sending ~~each the available~~ respective queue result ~~results~~ to the communications terminal.

2. (Currently Amended) The method of claim 1 further comprising:

acquiring call identification information to determine ~~[[the]]~~an identity of a caller sending the service ~~request~~, request; and

responsive to determining the identity of the caller, acquiring caller information data.

3. (Currently Amended) The method of claim 1 wherein ~~[[the]]~~ calculating further comprises:

determining a queue attribute for each ~~service provider in of~~ the plurality of service ~~providers~~providers;

determining a queue ~~factor~~factor for each of plurality of service providers; and

calculating a plurality of queue ~~[[result]]~~results, wherein each ~~[[the]]~~ queue result corresponds to one of the plurality of service providers and is a function of ~~[[the]]~~a queue attribute and ~~[[the]]~~a queue factor determined for the one of the plurality of service providers.

4. (Currently Amended) The method of claim 3, wherein ~~the calculating~~ determining the queue factor further comprises:

retrieving customer information ~~[[data,]]~~data;

quantifying the customer information data using at least one business judgment

~~[[rule,]]~~rule; and

expressing the quantification in terms of a numeric factor.

5. (Currently Amended) The method of claim 1 further comprising:

receiving a service provider preference from the communications ~~terminal~~terminal; and

connecting the service request to one of the plurality of service providers in accordance with the service provider preference.

6. (Original) The method of claim 1 further comprising placing the service request in a queue for a selected service provider.

7. (Original) The method of claim 1 further comprising placing the service request in a queue for each available service provider in the plurality of service providers.

8. (Original) The method of claim 1 further comprising assigning a tracking number to the service request.

9. (Currently Amended) A communications system comprising:

a communication module adapted to receive service requests from a plurality of communication terminals, wherein the communication module is also adapted for sending available queue results to a communication terminal of the plurality of communication terminals,

a queuing module in communication with the communication module, wherein the queuing module is configured for communicating with a plurality of service providers and is adapted to receive respective status information from each of the plurality of service providers,

and

a queuing results module in communication with the queuing module, wherein the queuing results module contains instructions for determining a queue result from each respective status information.

10. (Currently Amended) The system of claim 9 wherein the queuing results module comprises:

a queuing attribute module in communication with the queuing module, the queuing attribute module comprises instructions for determining ~~[[the]]~~ queue attributes of each service provider in communication with the queuing ~~module,module;~~ and

a queuing factor module in communication with the queuing results module, the queuing factor module containing instructions for determining a queuing factor.

11. (Currently Amended) The system of claim ~~[[9]]~~10, wherein the queuing factor ~~module,module~~ further comprises:

a costing module in communication with the queuing module, wherein the costing module contains instructions for quantifying business ~~relationships,relationships;~~ and

a customer relationship database coupled to the costing module for storing historic data regarding the business relationships.

12. (Original) The system of claim 9, wherein the communications module further comprises a call identification module adapted for determining call information data.

13. (Original) The system of claim 12 further comprising a customer information module in communication with the caller identification module, wherein the customer information module is adapted for determining an identification of a caller associated with the call identification data.

14. (Original) The system of claim 9, further comprising a tracking number module in communication with the communication module, wherein the tracking number module is adapted to assign tracking numbers to the service requests.

15. (Currently Amended) A communications system comprising:
a communication module adapted to receive service requests from a plurality of communication terminals, wherein the communication module is also adapted for sending available queue results to a communication terminal of the plurality of communication terminals,
a queuing module in communication with the communication module, wherein the queuing module is configured for communicating with a plurality of service providers and is adapted to receive respective status information from each of the plurality of service providers;
and
a queuing results module in communication with the queuing module, wherein the queuing results module contains instructions for determining a queue result from each respective status information~~The system of claim 9~~, wherein the queuing module further contains instructions for managing a queue of service requests for each service provider in the plurality of service providers.

16. (Original) The system of claim 15, further comprising a connecting module for connecting the service request to one of the plurality of service providers.

17. (Original) The system of claim 9 further comprising a user interface module for receiving a service provider preference for use with the queuing module.

18. (Original) The system of claim 9, wherein each service provider is selected from a group consisting of a web server, an e-mail server, a chat server, a voice over IP server, a telephone automatic call distributor, and a call back server.

19. (Currently Amended) A communications system comprising:

a communication means for receiving service requests from a plurality of communication terminals, wherein the communication means is also adapted for sending available queue results to a communication terminal of the plurality of communication terminals wherein the communications means further comprises a means for determining call information data such that an identity of a caller can be ~~determined~~, determined;

a queuing means for tracking the resources of a plurality of service ~~providers~~, providers;
and

a queuing results means for determining queue results, wherein the queuing results means comprises a queuing attribute means for determining the queue attributes of each service provider, and a queuing factor means for quantifying business relationships, and a customer relationship database for storing historic data regarding business relationships.

20. (Original) The system of claim 19, further comprising a means for managing a plurality of queues for the plurality of service providers.

21. (Original) The system of claim 20, further comprising a means for tracking customer information.